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### **Amendments to the Claims**

Please amend the claims without prejudice, as follows and consider the subsequent remarks/arguments. This listing of claims will replace all prior versions and listings of claims in the application.

### **Listing of Claims**

Claims 1-69 (canceled)

70. (Currently amended) A method for a framework manager to provide installation management in a network-based supply chain framework between at least two independent business entities such as service providers, vendors, resellers, manufacturers and the like, the method comprising:

causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings; and
- (d) use the service and manufacturer offerings information to manage installations.

71. (Previously presented) A method as recited in claim 70, further comprising the framework manager using the network to:

manage collaboration between the matched service provider and the manufacturer by facilitating the transmitting of information between the matched service provider and the manufacturer.

72. (Previously presented) A method as recited in claim 71, further comprising the framework manager using the network to:

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provide a collaborative planning tool for managing the collaboration between the matched service provider and the manufacturer.

73. (Previously presented) A method as recited in claim 70, further comprising the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

74. (Previously presented) A method as recited in claim 70, further comprising the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

75. (Previously presented) A method as recited in claim 70, wherein the information of the manufacturer includes information relating to the availability of the manufacturer offerings.

76. (Previously presented) A method as recited in claim 75 further comprising the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

77. (Previously presented) A method as recited in claim 72 for milestone-based project planning during installation management in a network-based supply chain environment, further comprising:

- (a) displaying on a display a pictorial representation of an existing service including a plurality of components;
- (b) presenting on the display a first set of components that are to be delivered for an installation in a first phase by indicia coding the first set; and
- (c) presenting on the display a second set of components of the installation that are to be delivered for the installation in a second phase by indicia coding the second set in a manner unique with respect to the indicia coding of the first set.

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78. (Previously presented) A method as recited in claim 77, further comprising:  
presenting a legend which defines the indicia coding with respect to the phases of  
delivery of the components.

79. (Previously presented) A method as recited in claim 77, wherein the components of  
the existing service are selected from the group of components including security services,  
network services, web services, client services, integration capabilities, data services,  
directory services, management services, operation services, and developer services.

80. (Previously presented) A method as recited in claim 77, wherein the components of  
the existing service are selected from the group of components including commerce-related  
services, content-related services, administration-related services, customer-related  
services, and education-related services.

81. (Previously presented) A method as recited in claim 77, wherein the indicia coding is  
selected from the group of indicia coding including texture coding, color coding, and shading  
coding.

82. (Previously presented) A method as recited in claim 70 for interacting with a client  
user in the network-based environment during installation management in order to enhance  
visibility, further comprising:

- (a) identifying a client user;
- (b) collecting information about the client user, wherein the information relates to  
the installation of a service;
- (c) building a profile of the client user based on the collected information;
- (d) managing a plurality of different contents;
- (e) analyzing the profile and the contents in order to match attributes of the  
profile of the user and attributes of the contents;
- (f) selecting the contents which have attributes that match the attributes of the  
profile of the client user; and
- (g) delivering the selected contents to the client user.

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83. (Previously presented) A method as recited in claim 82, further comprising analyzing the profile in real time.

84. (Previously presented) A method as recited in claim 82, further comprising:  
identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.

85. (Previously presented) A method as recited in claim 82, further including the user by using a cookie, receiving user input, and digital certificates.

86. (Previously presented) A method as recited in claim 82, further comprising:  
allowing the user to rate the contents.

87. (New) A system for a framework manager to provide installation management in a network-based supply chain framework between at least two independent business entities such as service providers, vendors, resellers, manufacturers and the like, the system comprising:

causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings; and
- (d) use the service and manufacturer offerings information to manage installations.

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88. (New) A system as recited in claim 87, further comprising the framework manager using the network to:

manage collaboration between the matched service provider and the manufacturer by facilitating the transmitting of information between the matched service provider and the manufacturer.

89. (New) A system as recited in claim 88, further comprising the framework manager using the network to:

provide a collaborative planning tool for managing the collaboration between the matched service provider and the manufacturer.

90. (New) A system as recited in claim 87, further comprising the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

91. (New) A system as recited in claim 87, further comprising the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

92. (New) A system as recited in claim 87, wherein the information of the manufacturer includes information relating to the availability of the manufacturer offerings.

93. (New) A system as recited in claim 92 further comprising the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

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94. (New) A system as recited in claim 89 for milestone-based project planning during installation management in a network-based supply chain environment, further comprising:

- (a) displaying on a display a pictorial representation of an existing service including a plurality of components;
- (b) presenting on the display a first set of components that are to be delivered for an installation in a first phase by indicia coding the first set; and
- (c) presenting on the display a second set of components of the installation that are to be delivered for the installation in a second phase by indicia coding the second set in a manner unique with respect to the indicia coding of the first set.

95. (New) A system as recited in claim 94, further comprising:

presenting a legend which defines the indicia coding with respect to the phases of delivery of the components.

96. (New) A system as recited in claim 94, wherein the components of the existing service are selected from the group of components including security services, network services, web services, client services, integration capabilities, data services, directory services, management services, operation services, and developer services.

97. (New) A system as recited in claim 94, wherein the components of the existing service are selected from the group of components including commerce-related services, content-related services, administration-related services, customer-related services, and education-related services.

98. (New) A system as recited in claim 94, wherein the indicia coding is selected from the group of indicia coding including texture coding, color coding, and shading coding.

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99. (New) A system as recited in claim 87 for interacting with a client user in the network-based environment during installation management in order to enhance visibility, further comprising:

- (a) identifying a client user;
- (b) collecting information about the client user, wherein the information relates to the installation of a service;
- (c) building a profile of the client user based on the collected information;
- (d) managing a plurality of different contents;
- (e) analyzing the profile and the contents in order to match attributes of the profile of the user and attributes of the contents;
- (f) selecting the contents which have attributes that match the attributes of the profile of the client user; and
- (g) delivering the selected contents to the client user.

100. (New) A system as recited in claim 99, further comprising analyzing the profile in real time.

101. (New) A system as recited in claim 99, further comprising:

identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.

102. (New) A system as recited in claim 99, further including the user by using a cookie, receiving user input, and digital certificates.

103. (New) A system as recited in claim 99, further comprising:

allowing the user to rate the contents.

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104. (New) A computer program embodied on a computer readable medium for a framework manager to provide installation management in a network-based supply chain framework between at least two independent business entities such as service providers, vendors, resellers, manufacturers and the like, the computer program comprising:

code for causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings; and
- (d) use the service and manufacturer offerings information to manage installations.

105. (New) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

manage collaboration between the matched service provider and the manufacturer by facilitating the transmitting of information between the matched service provider and the manufacturer.

106. (New) A computer program embodied on a computer readable medium as recited in claim 105, further comprising code for the framework manager using the network to:

provide a collaborative planning tool for managing the collaboration between the matched service provider and the manufacturer.

107. (New) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.



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108. (New) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

109. (New) A computer program embodied on a computer readable medium as recited in claim 104 further comprising code for the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

110. (New) A computer program embodied on a computer readable medium as recited in claim 105 for milestone-based project planning during installation management in a network-based supply chain environment, further comprising code for:

- (a) displaying on a display a pictorial representation of an existing service including a plurality of components;
- (b) presenting on the display a first set of components that are to be delivered for an installation in a first phase by indicia coding the first set; and
- (c) presenting on the display a second set of components of the installation that are to be delivered for the installation in a second phase by indicia coding the second set in a manner unique with respect to the indicia coding of the first set.

111. (New) A computer program embodied on a computer readable medium as recited in claim 110, further comprising code for:

presenting a legend which defines the indicia coding with respect to the phases of delivery of the components.

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112. (New) A computer program embodied on a computer readable medium as recited in claim 104 for interacting with a client user in the network-based environment during installation management in order to enhance visibility, further comprising:

- (a) code for identifying a client user;
- (b) code for collecting information about the client user, wherein the information relates to the installation of a service;
- (c) code for building a profile of the client user based on the collected information;
- (d) code for managing a plurality of different contents;
- (e) code for analyzing the profile and the contents in order to match attributes of the profile of the user and attributes of the contents;
- (f) code for selecting the contents which have attributes that match the attributes of the profile of the client user; and
- (g) code for delivering the selected contents to the client user.

113. (New) A computer program on a computer readable medium as recited in claim 112, further comprising code for analyzing the profile in real time.

114. (New) A computer program on a computer readable medium as recited in claim 112, further comprising code for:

identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.

115. (New) A computer program on a computer readable medium as recited in claim 112, further comprising code for:

allowing the user to rate the contents.